

DUTY STATEMENT

Classification: Information Technology Specialist I		Position Number: 811-123-1402-002	
Branch/Section: Information Technology Branch/Desktop and Infrastructure Support Section			
Location: Sacramento		Effective Date:	
Management Designation	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Conflict of Interest	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Supervision Received:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Supervision Exercised:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Pursuant to Government Code Section 3100-3109, all public employees are declared to be disaster service workers for the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, man-made, or war-caused emergencies which result in conditions of disaster or extreme peril to life, property, and resources. This is of paramount state importance in protection of its citizens and resources.

POSITION SUMMARY

The Desktop and Infrastructure Support Section is responsible for providing information technology (IT) system, IT security, and IT support services, to OEHHA. In addition, this section administers OEHHA's IT Security Program, which addresses all aspects of end Users computing needs, including purchasing, securing, asset management, software installations, help desk support and issue resolution, training, and maintaining and securing the network backbone and the local area network.

Under direction of the Information Technology Supervisor II, the Information Technology Specialist (ITS) I demonstrates full competence with various information technology systems equipment, software, policies, and best practices, analytical techniques and technical report writing. The ITS I is responsible for network design, support, implementation, maintenance, and troubleshooting; and assisting with implementing control agencies directives relating to information technology functions and maintaining the OEHHA network infrastructure. This position works in the following areas: Business Technology Management, Client Services, Information Security Engineering, IT Project Management, and Software Engineering.

This position requires the ITS I to maintain consistent and regular attendance, communicate effectively (orally and in writing if both appropriate) in dealing with employees and/or contractors. Develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment. Complete assignments in a timely and efficient manner, and adhere to departmental policies and procedures regarding attendance, leave, and conduct.

The Information Technology Specialist I will perform the following duties and other related work:

ESSENTIAL FUNCTIONS

20% Network Administrator

Provide technical support on resolving the more difficult problems and issues to upgrade, patch, troubleshoot, monitor, and securely maintain the OEHHA network. Monitor the Palo Alto Firewall and the Virtual Private Network (VPN) while maintaining VPN access to end-Users. Plan and implement changes to Local Area Network (LAN) and Wide Area Network (WAN) hardware (firewall, wireless access points, and network-attached storage). Work to improve productivity, reliability, and/or security of the OEHHA network. Create, configure, and maintain OEHHA Virtual Local Area Networks (VLAN), switches, and switch ports. Perform firewall vulnerability testing and maintain firewall policy configuration.

(Attach additional sheet if necessary)

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation:	Date:
Employee Signature:	
I certify that the above accurately represent the duties of the position:	Date:
Supervisor Signature:	
PERSONNEL USE ONLY: This personnel action has been reviewed and approved by:	
Personnel Analyst Signature:	Date:

- 20% Server Administrator**
Support the administration of OEHHA servers & appliances. Create, manage, and delete Azure Active Directory and Novell eDirectory Users and groups. Configure and maintain Windows Defender Advanced Threat Protection (ATP) endpoint protection on servers and PCs. Configure backups on servers, appliances, and desktops using Rubrik. Retrieve and restore staff files from MS Shadow Copy and/or Rubrik backups. Configure and maintain MS Active Directory Domain Name Systems (DNS).
- Plan and implement changes to servers, printers, software (Antivirus, backup, configuration management, DNS/ Dynamic Host Configuration Protocol (DHCP), and operating system technologies (eDirectory, Active Directory, VMware) needed to improve productivity, reliability, and/or security of the servers and appliances. Create and configure Internet Protocol (IP) subnets for servers, appliances, desktop & laptop clients, printers, and devices. Design, implement, and maintain Network Attached Storage (NAS) devices in Sacramento and Oakland offices.
- 15% Office 365 (O365) Administrator**
Maintain and support OEHHA's Office 365 (O365) and desktop integrations Administrator the O365 Email system and help resolve the more complex problems and issues to upgrade, patch, troubleshoot, monitor, and securely maintain the OEHHA's Multi-Factor Authentication (MFA) and O365 system. O365 users, groups, and objects. Configure and maintain O365 Email encryption policies. Regulate access to external Email domains and calendar sharing with external domains. Manage and delete Email Users, groups, and resources. Recommend O365 changes needed to improve the productivity, reliability, and/or security of the O365 system.
- 10% Help Desk Support**
Provide technical advice to the Help Desk staff with the troubleshooting of Help Desk tickets and offer solutions. Develop tools for the Help Desk to aid in the installation and distribution of software and hardware for OEHHA. Coordinate with the Oakland and Sacramento staff to oversee the help desk's desktop integration with client server applications. Configure and maintain OEHHA video teleconferencing (VTC) devices, Wi-Fi and Wi-Fi access points in Sacramento and Oakland offices. Apply updates to the VTC and printer firmware.
- 10% Information Security Office (ISO) Support**
Coordinate with OEHHA's Information Security Officer (ISO) and ITB staff to ensure security, integrity and reliability of equipment and network connections. This includes system and data backups, vulnerability testing, operational recovery strategies, media management and security systems, systems security assessments and ITB staff security assessments.
- 10% Research and Ongoing Education**
Conduct independent research and present technological recommendations, based on consensus, that are ready for management approval. Document and provide analysis to Chief Information Officer (CIO), ISO and/or OEHHA and other Boards, Departments, and Offices (BDO) staff. Advise OEHHA management and IT staff on a broad range of information technology issues. Develop and ensure computer-related policies and procedures are implemented. Maintain and upgrade network, server and O365 skills by attending appropriate training classes and provide knowledge transfer to ITB staff. Research and prepare status reports on the network, emerging technologies, purchase requirements, security assessments.
- 5%** Represent OEHHA on various committees within Cal/EPA, chartered with developing policies, procedures and/or guidelines related to information technology standards, operations, and emergency recovery production.

MARGINAL FUNCTIONS

- 5%** Attend regularly scheduled ITB staff meetings, training sessions via MS TEAMS, Zoom, Go To Webinar or located in the Sacramento or Oakland offices, vendor or contractor project meetings or other Agency level meetings as necessary and assigned by the CIO. Communicate project detail using; weekly status reports; by phone; Email; MS Project; MS SharePoint, MS TEAMS Chat, and other mechanism as deemed appropriate by the CIO.
- 5%** Provide oversight and coordination of multi-disciplinary projects and teams, including cross BDO Feasibility Study Reports (FSR) (such as the Network Infrastructure upgrade), Continuity of Operation (COOP), Technology Recovery Program (TRP) and the cross BDO network, server, and O365 Teams. Collaborate with IT staff administering department-wide support in the information technology area.

DESIRED QUALIFICATIONS

- Skills in information technology systems and their use including, but not limited to, procedures, controls, and documentation.
- Analyze and take effective action when responding to issues including knowing when to elevate an issue to senior staff.

- Communicate effectively and work cooperatively with others and gain their respect and confidence.
- Ability to train staff on various information technology systems and projects and new software.
- Familiarization and working knowledge of Microsoft Windows 2019 Server, Windows 10 Professional, O365 Government Corporate Cloud (GCC), and related applications.
- Working knowledge of Adobe Enterprise suite, Adobe Sign, Adobe Pro DC, and other related applications.
- Understanding of Novell Directory Services (NDS), eDirectory, SUSE Linux, and Novell Service Desk.
- Familiarization and working knowledge of VMware, VMware ESXi, and vCenter,

WORKING CONDITIONS

- Travel to Oakland and/or other OEHHA locations for business related needs, as necessary.
- Work is in a cubicle environment on the 8th floor of a high rise.
- Work involves traveling by elevator from the first to the top or 25th floor in Sacramento and from the first to the 16th floor in Oakland.
- May have prolonged periods of sitting depending on the duty performed on any particular day.
- May work with and move heavy objects up to 50lbs.
- Work on various time critical assignments.
- Work with and repair electrified equipment including but not limited to desktop and laptop computers, FAX machines, printers, scanner, and other peripheral devices.

(Attach additional sheet if necessary)

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation:	Date:
Employee Signature: I certify that the above accurately represent the duties of the position:	Date:
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